

1/45

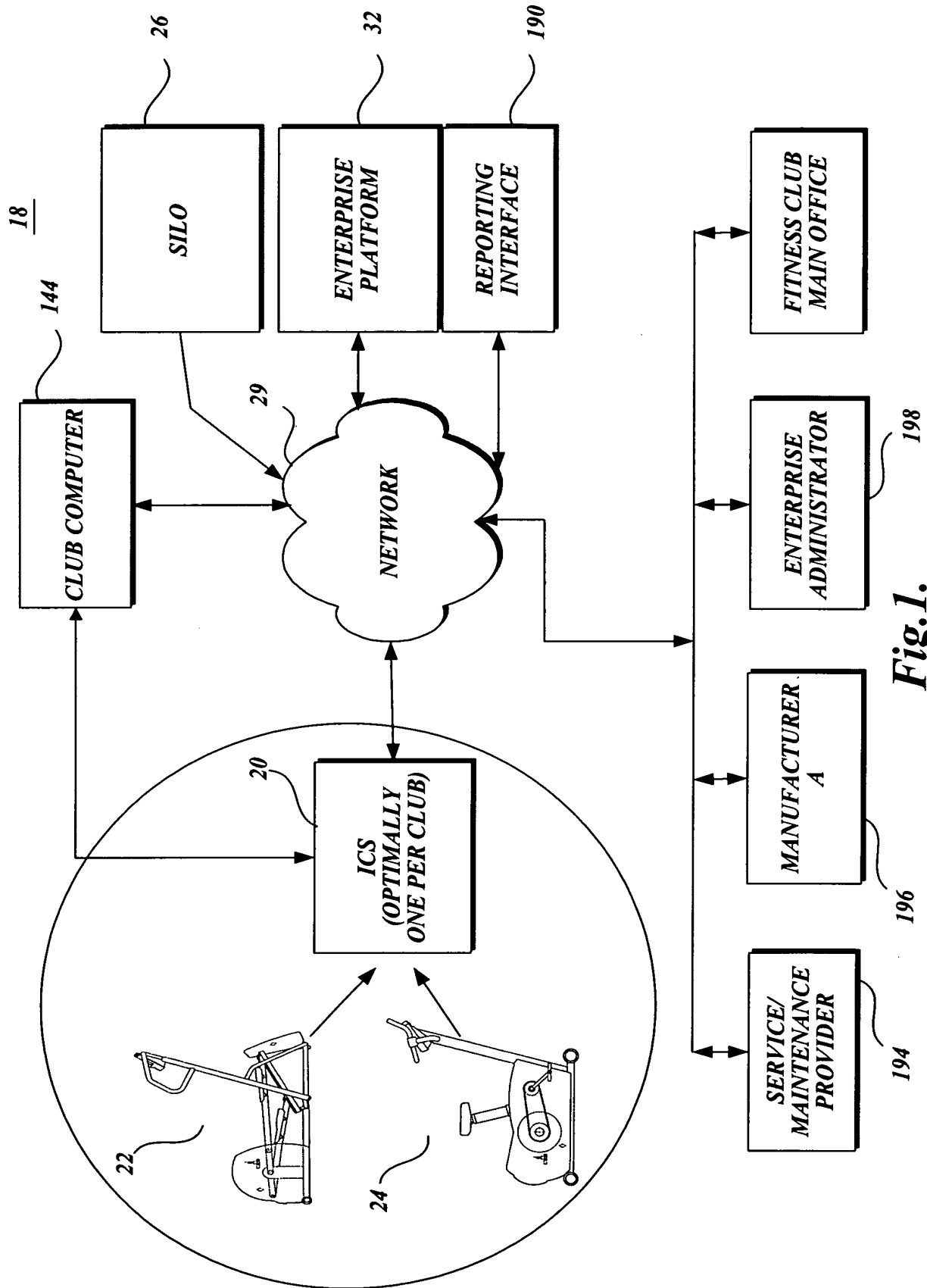


Fig.1.

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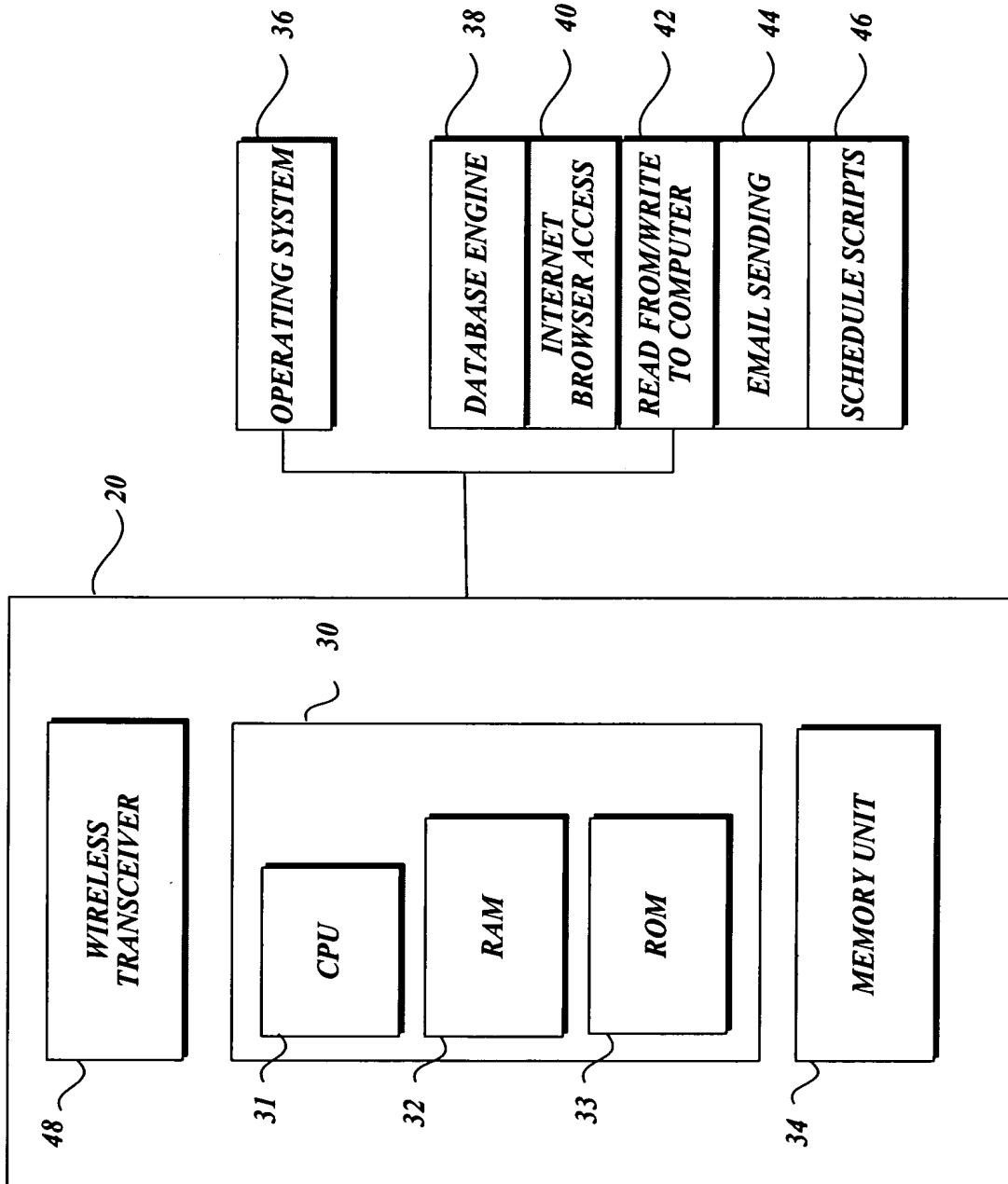


Fig. 2.

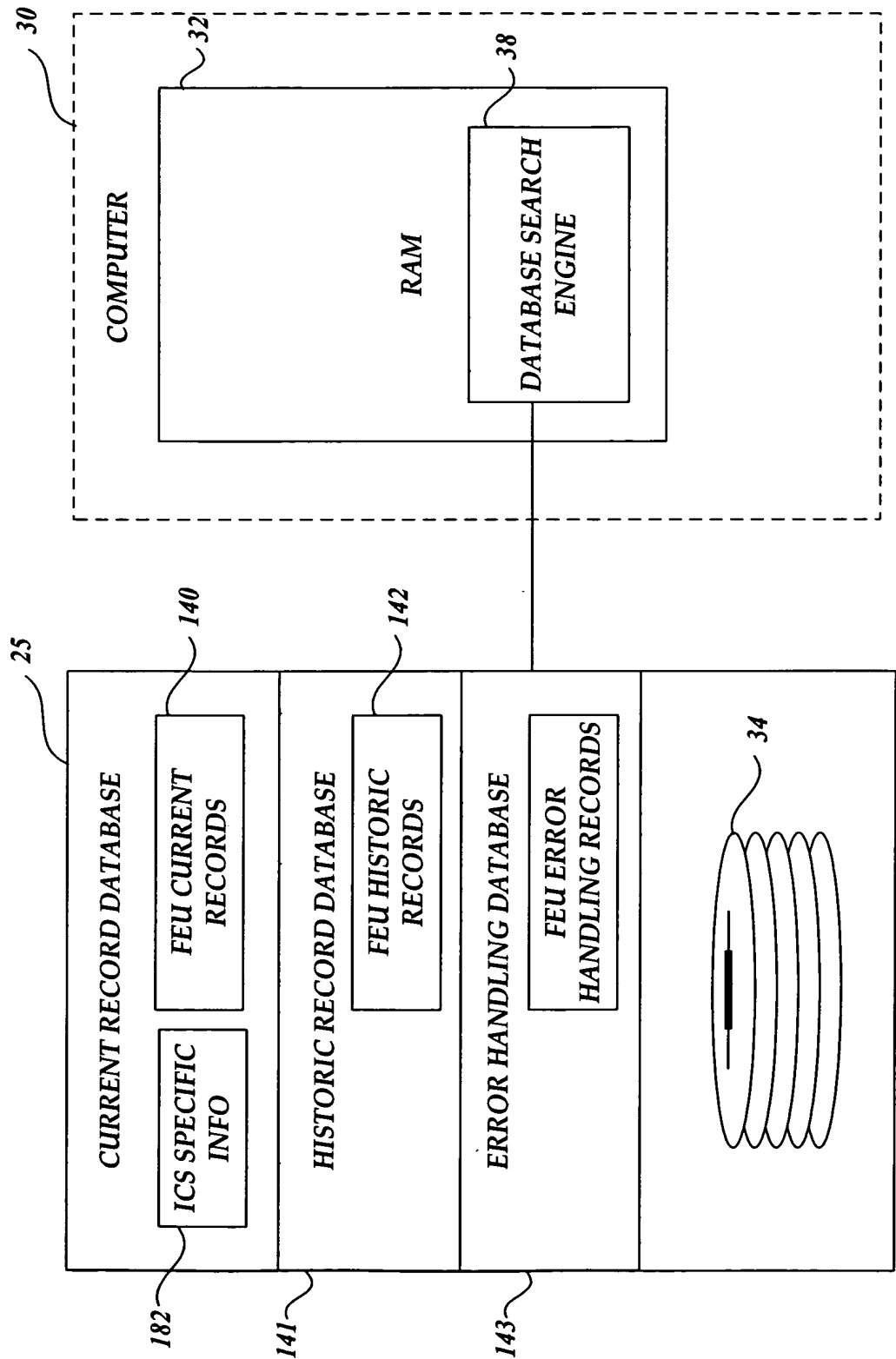


Fig.3.

4/45

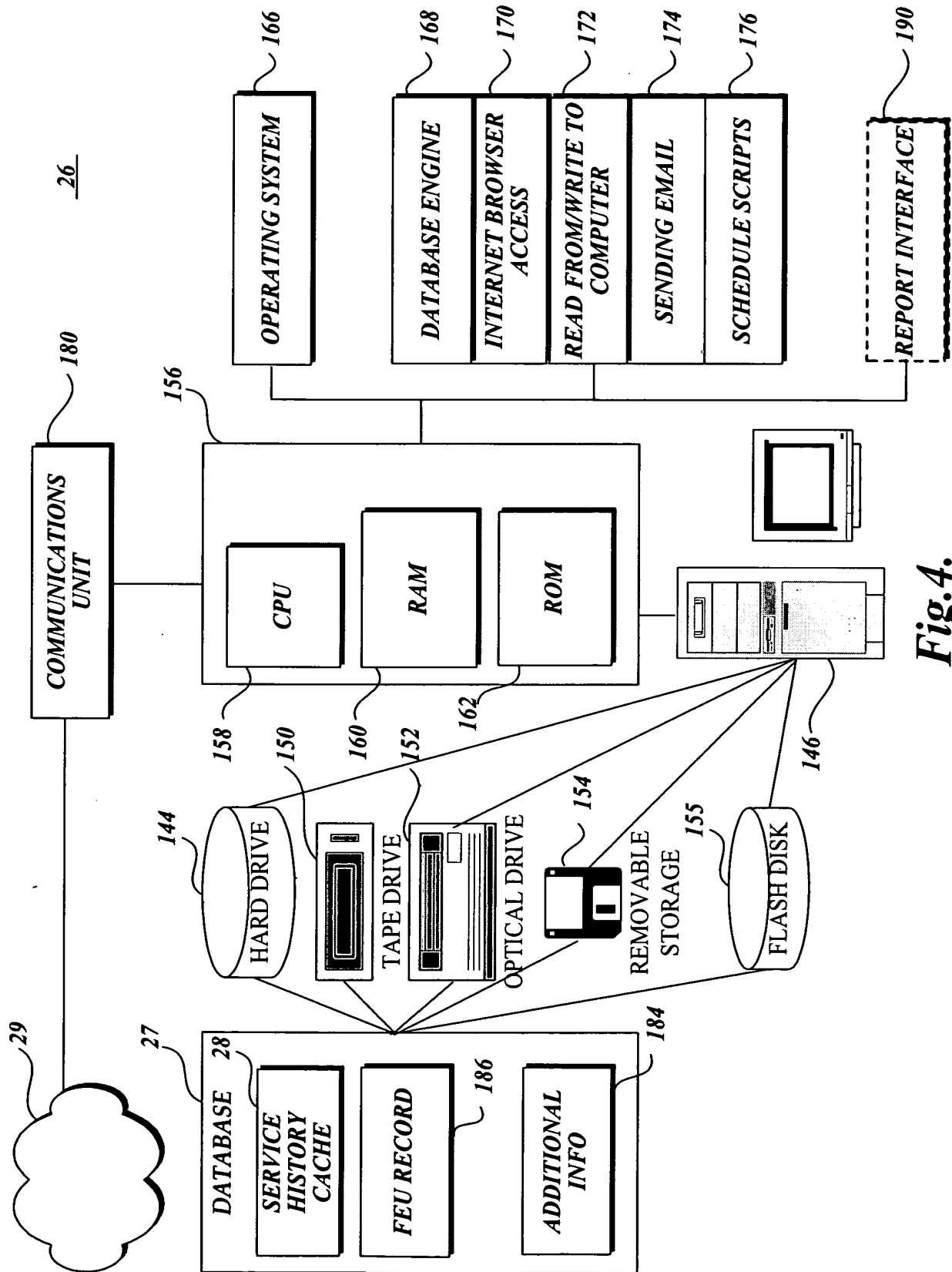


Fig.4.

5/45

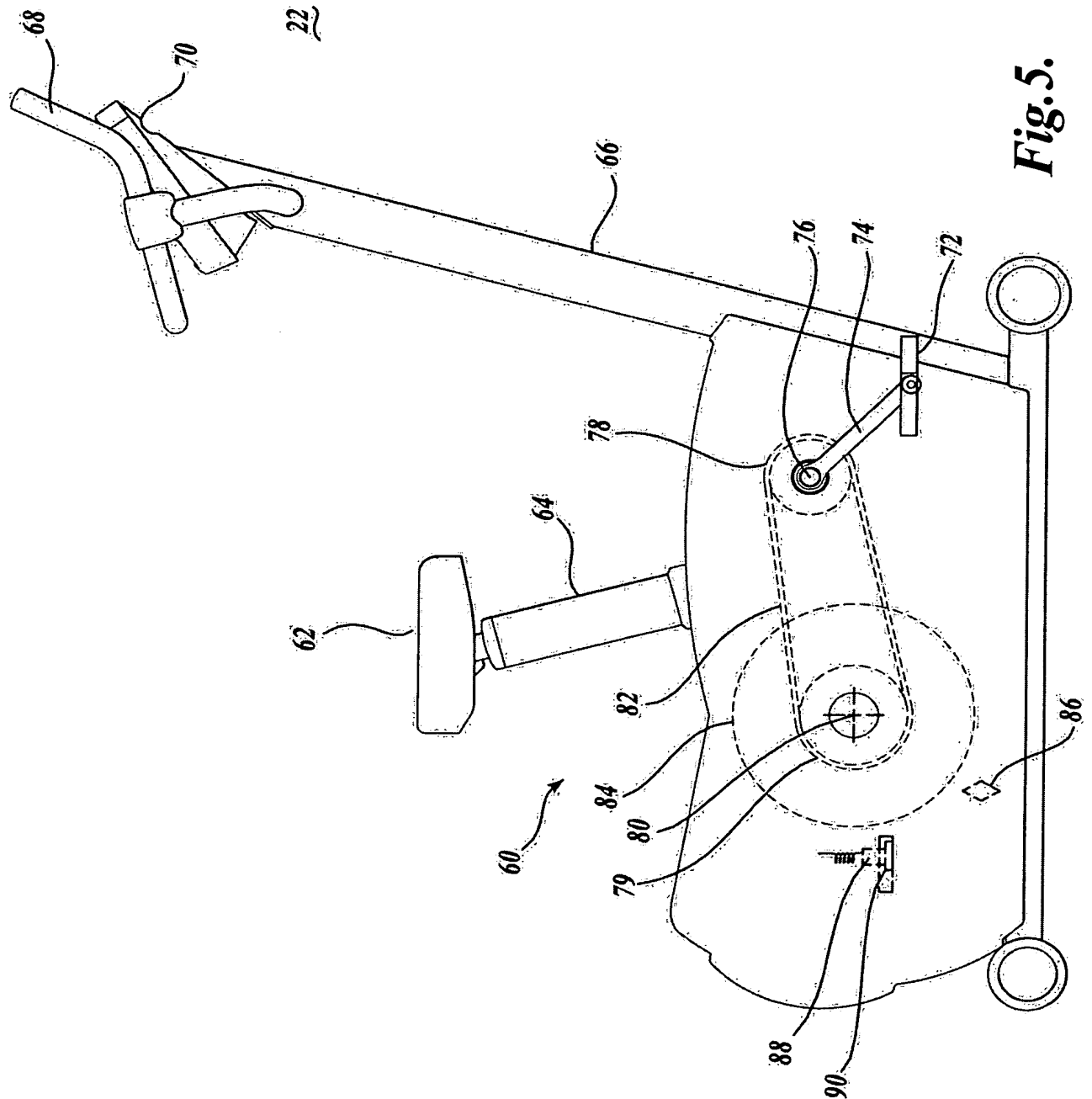
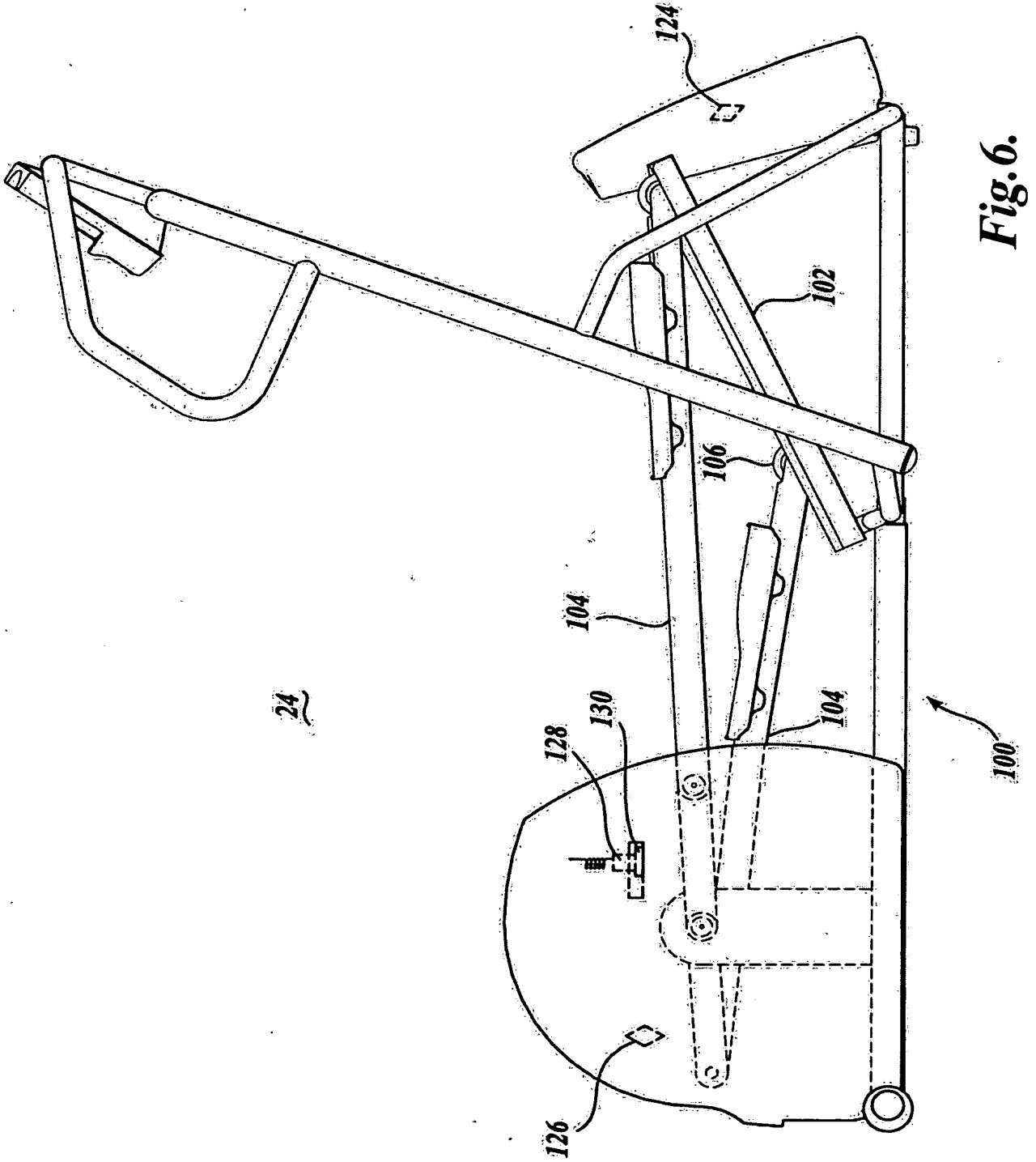


Fig. 5.

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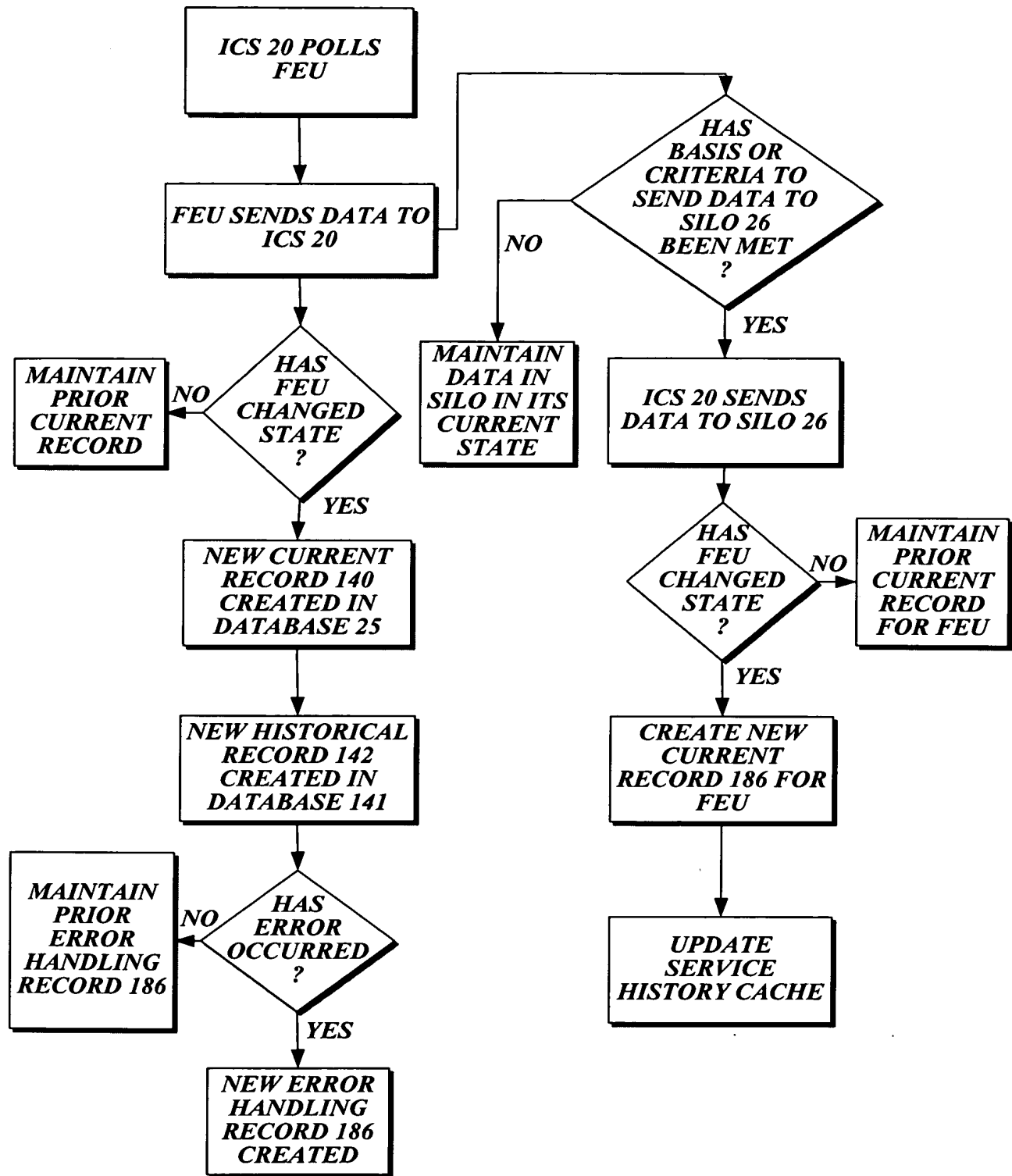


Fig. 7.

8/45

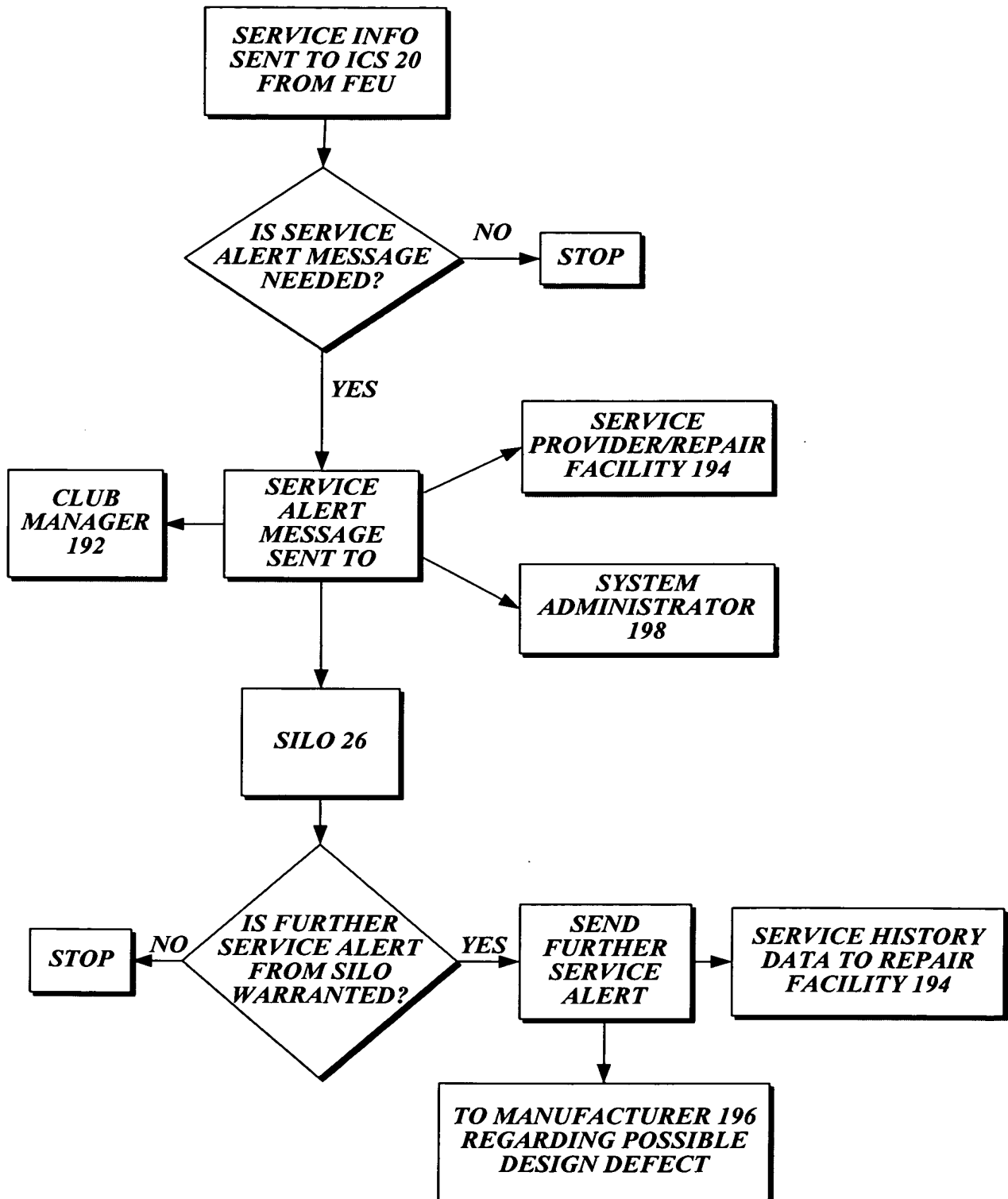


Fig. 8.

9/45

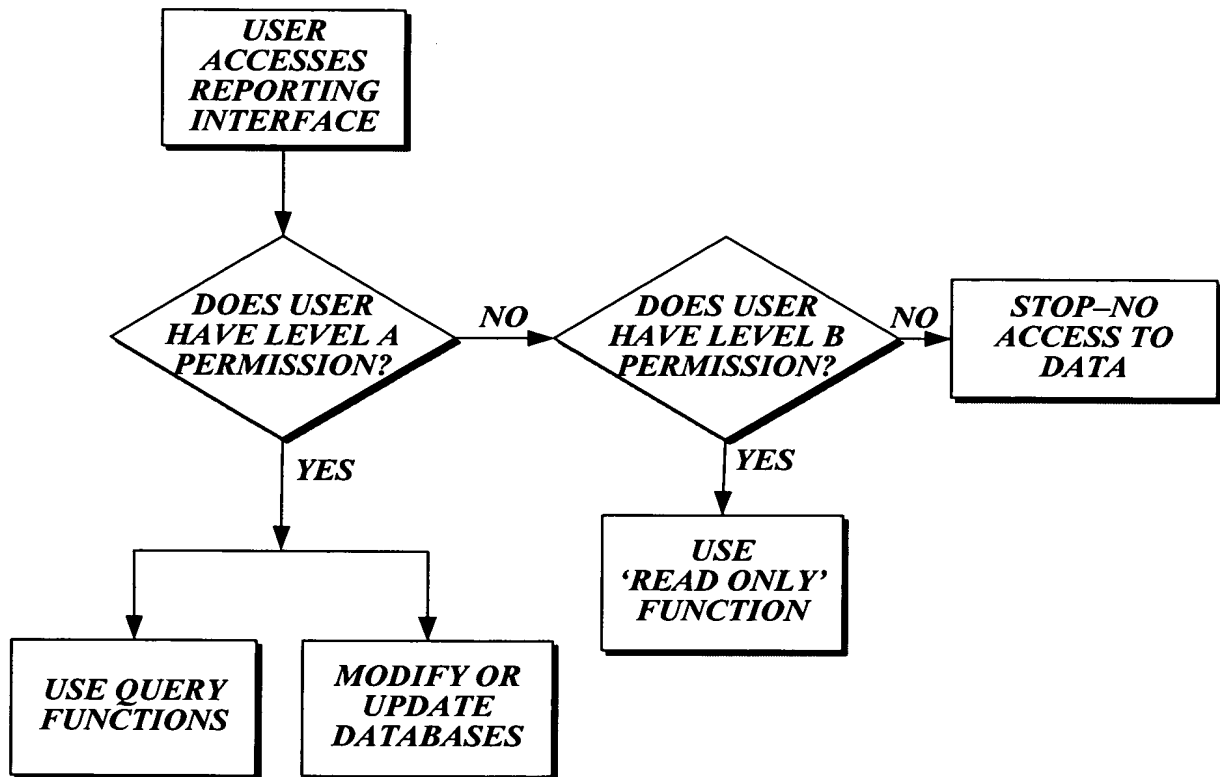
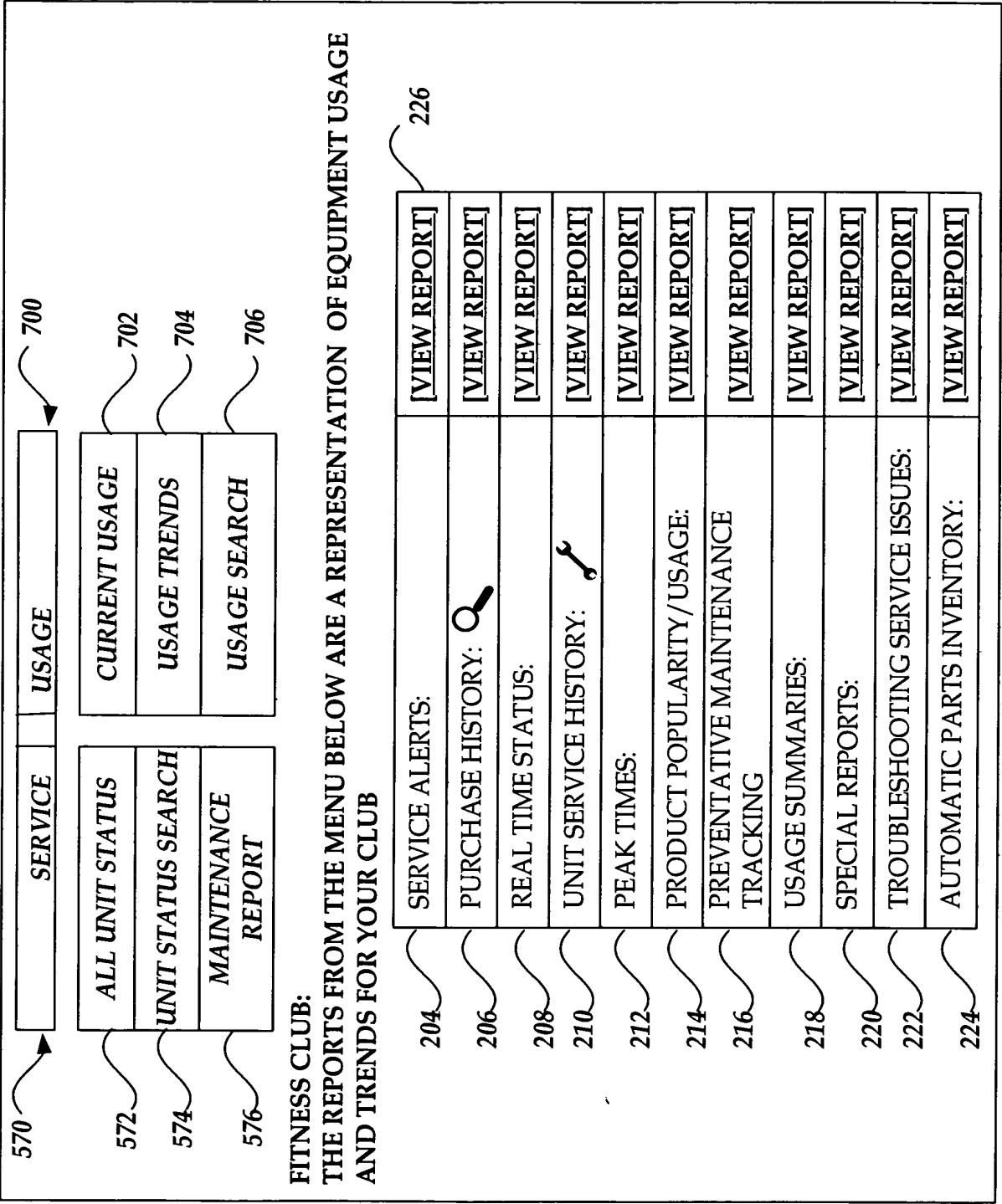


Fig. 8A.

Fig. 9.



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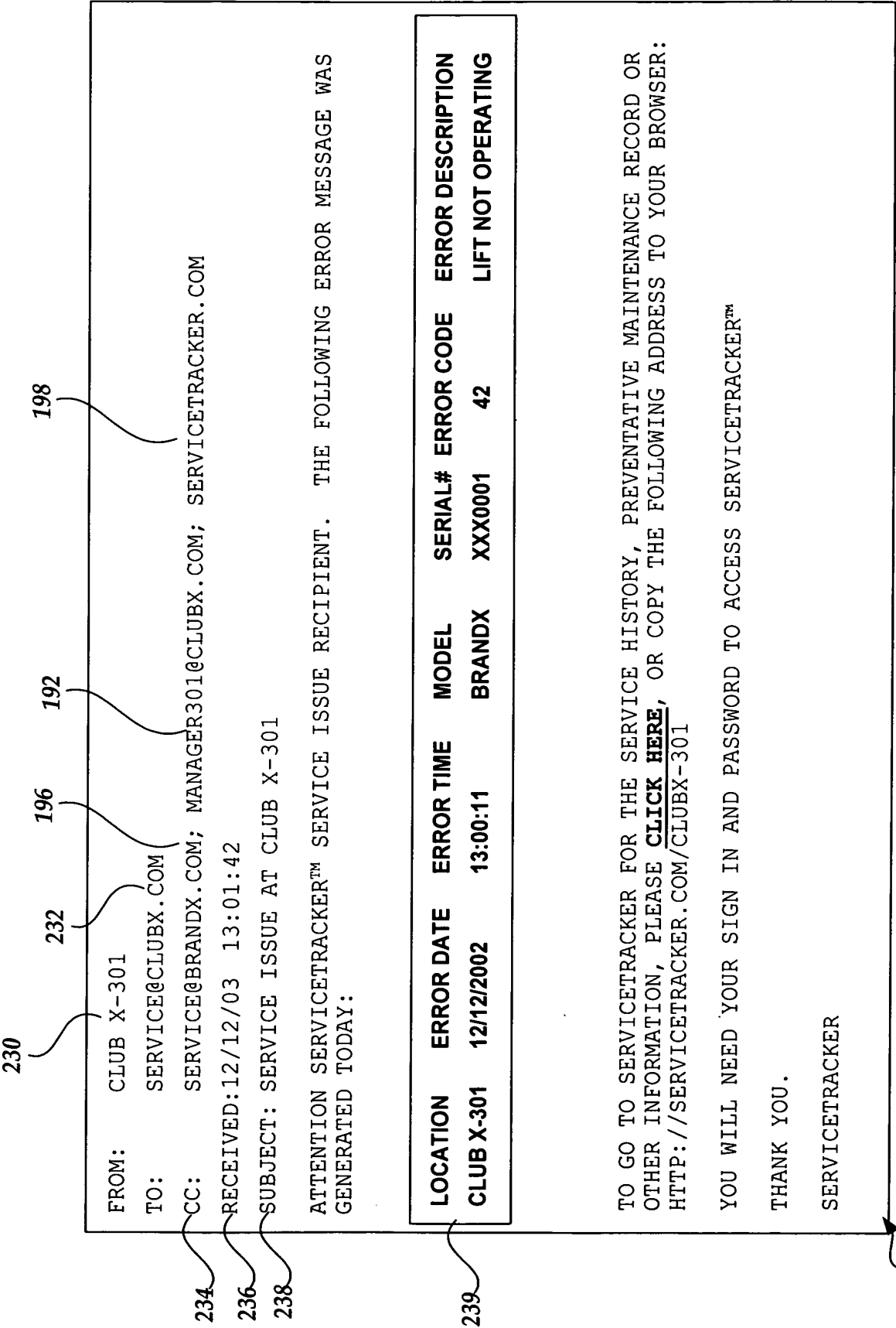


Fig.10.

12/45

PURCHASE HISTORY: QUERY		
<div>242</div> <div>MANUFACTURERS:</div> <div>ALL BRAND W BRAND X BRAND Y BRAND Z</div>	<div>244</div> <div>CATEGORY:</div> <div>TREADMILLS BIKES CLIMBERS ELLIPTICALS OTHER</div>	<div>246</div> <div>CLUB X REGIONS/SITES:</div> <div>NORTHEAST SOUTHEAST WEST COAST CLUBX-301 CLUBX-201</div>
<div>248</div> <div>HOUR METER:</div> <div><input type="radio"/> GREATER THAN <input type="text" value=""/> HOURS <input type="radio"/> ANY TIME</div>	<div>250</div> <div>DISTANCE ODOMETER:</div> <div><input type="radio"/> GREATER THAN <input type="text" value="1"/> MILES <input type="radio"/> ANY DISTANCE</div>	<div>252</div> <div>INSTALLATION DATES:</div> <div>AFTER: <input type="text" value="MM"/><input type="text" value="DD"/><input type="text" value="YY"/><input type="text" value="YY"/> BEFORE: <input type="text" value="MM"/><input type="text" value="DD"/><input type="text" value="YY"/><input type="text" value="YY"/></div>
<div>254</div> <div>WARRANTEE EXPIRATION:</div> <div>AFTER: <input type="text" value="MM"/><input type="text" value="DD"/><input type="text" value="YY"/><input type="text" value="YY"/> BEFORE: <input type="text" value="MM"/><input type="text" value="DD"/><input type="text" value="YY"/><input type="text" value="YY"/></div>	<div>256</div> <div>PRIMARY SORT:</div> <div>OLDEST INSTALLATION DATE OLDEST INSTALLATION DATE NEWEST INSTALLATION DATE MANUFACTURER CATEGORY</div>	<div>GENERATE REPORT</div>

Fig. 11.

13/45










PURCHASE HISTORY: RESULTS									
	260	262	264	266	268	270	272	274	
	INSTALL DATE	WARRANTY EXP. DATE	MFR.	MODEL/ TYPE	SITE/ LOCATION	HOUR ODOMETER	DISTANCE ODOMETER	VIEW SERVICE REPORT	
1	08/01/1997	08/01/2000	Y	1500HR	CLUB X - 301	22,440	89,608		
2	08/01/1997	08/01/2000	Y	1100	CLUB X - 200	17,890	71,561		
3	08/02/1997	08/02/2000	Y	1500HR	CLUB X - 301	22,471	89,884		
4	10/07/1998	10/07/2001	W	164I	CLUB X - 301	6,020	24,084		
5	10/10/1997	10/10/2000	W	164I	CLUB X - 301	21,078	84,312		
6	10/10/1997	10/10/2000	W	164I	CLUB X - 302	19,008	96,032		
7	10/10/1997	10/01/2000	W	164I	CLUB X - 017	10,972	43,888		
8	12/01/1998	12/01/2001	W	156	CLUB X - 086	5,002	20,008		
9	12/01/1998	12/01/2001	W	156	CLUB X - 086	17,520	68,080		

Fig. 12.

REAL TIME STATUS: QUERY

302

CLUB X REGIONS/SITES:

ALL

MIDWEST

SOUTH

NORTHEAST

SOUTHEAST

304

MANUFACTURERS:

ALL

BRAND W

BRAND X

BRAND Y

BRAND Z

306

PRODUCT CATEGORY:

ALL

TREADMILLS

BIKES

CLIMBERS

ELLIPTICALS

308

PRIMARY SORT:

OLDEST INSTALLATION DATE

310

SECONDARY SORT:


MANUFACTURER

GENERATE REPORT








Fig.13.

15/45

326

PRINT REPORT 

REAL TIME STATUS: RESULTS
 CURRENT MACHINE STATUS AT CLUB X-086

328	314	316	318	320	322	324	325
	MANUFACTURER	MODEL	CATEGORY	SERIAL #	ERROR STATUS	ERROR E-MAIL SENT	SEE SERVICE HISTORY
329	BRAND W	156	TREADMILL	PR013	WAITING FOR SERVICE	01/07/2003 12:37:24	
	BRAND W	156	TREADMILL	PR014	--	--	
	BRAND W	156	TREADMILL	PR015	--	--	
	BRAND Y	1500HR	TREADMILL	09738	WAITING FOR SERVICE	01/06/2003 10:37:44	
	BRAND Y	1500HR	TREADMILL	09738	--	--	
	BRAND Y	1100	TREADMILL	09738	--	--	
	BRAND Y	1100	TREADMILL	09738	ERROR CLEARED	--	

312

Fig.14.

ACCESS THE SERVICE AND PREVENTATIVE MAINTENANCE RECORDS FOR ANY SPECIFIC PRODUCT USING THIS REPORT. FOR EXAMPLE, DETERMINE THE SERVICE HISTORY FOR THE BRAND X ROWER WITH SERIAL NUMBER PR013.

SEARCH BY SERIAL NUMBER:

SERIAL NUMBER:

▼ PR013

START DATE:

MM ▼

 /

DD ▼

 /

YYYY ▼

END DATE:

MM ▼

 /

DD ▼

 /

YYYY ▼

START SEARCH

SEARCH BY CLUB LOCATIONS BY ACCESSING REAL TIME STATUS REPORT:

REAL TIME STATUS QUERY

Fig.15.

UNIT SERVICE HISTORY										TOTAL HOURS: 385									
LOCATION: [SELECTED LOCATION]										TOTAL ODOMETER: 386									
DATE RANGE: [SELECTED TIME SPAN]										UNIT IDENTIFIER: [TEXT] 387									
348										359									
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18/45

PEAK TIMES/USAGE: QUERY

410

MANUFACTURERS:

ALL
BRAND W
BRAND X
BRAND Y
BRAND Z

408

PRODUCT CATEGORY:

ALL
TREADMILLS
BIKES
CLIMBERS
ELLIPTICALS

402

CLUB X REGIONS/SITES:

SOUTH
NORTHEAST
SOUTHEAST
WEST COAST
CLUBX-301

406

DAY OF WEEK:

TUESDAY
WEDNESDAY
THURSDAY
FRIDAY
SATURDAY

404

QUERY DATES:

AFTER: MM / DD / YYYY
BEFORE: MM / DD / YYYY

412

MODELS: (

ALL
146
156
1500
#####

GENERATE REPORT

400

Fig. 17.

19/45

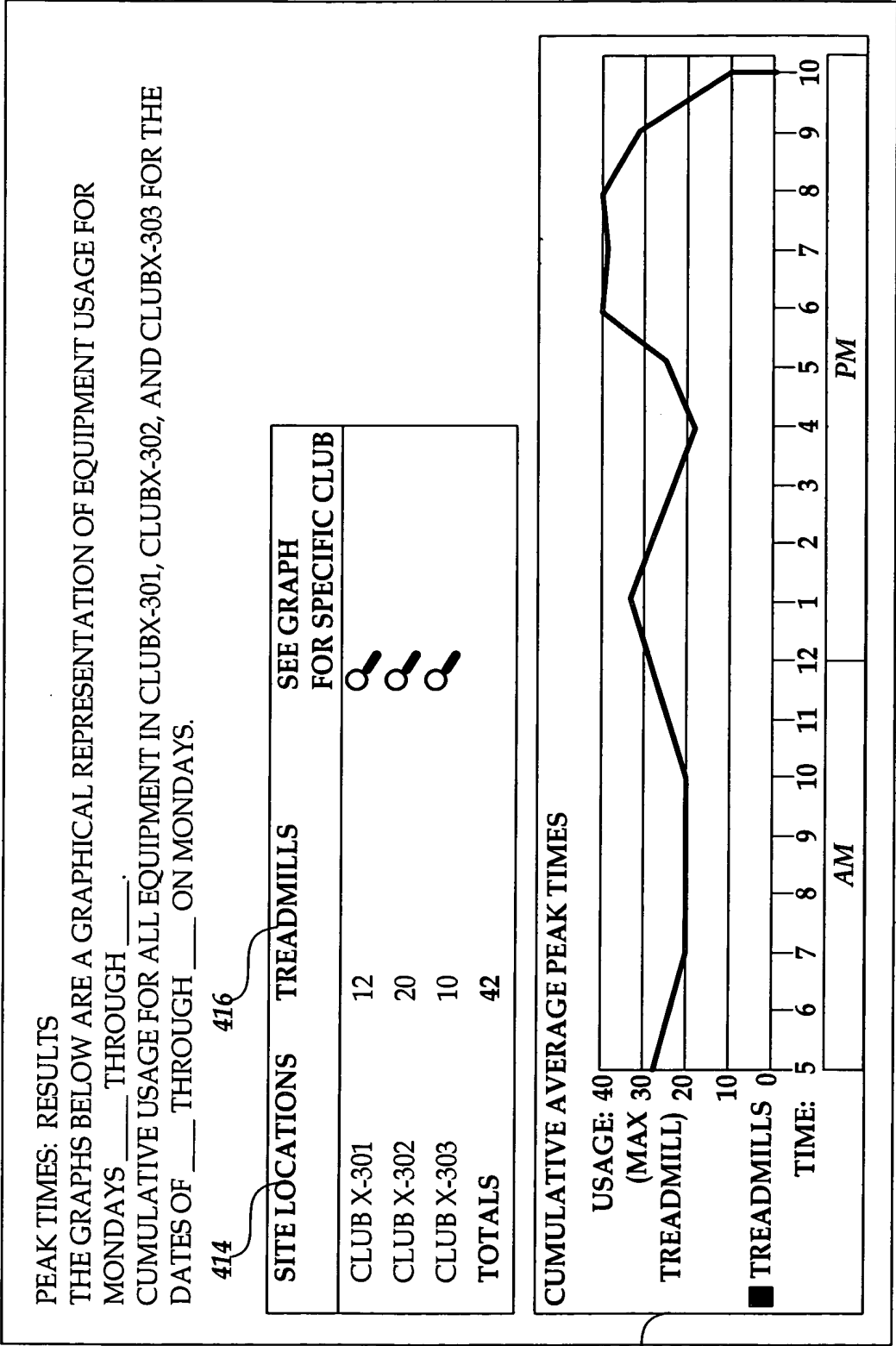


Fig.18.

413

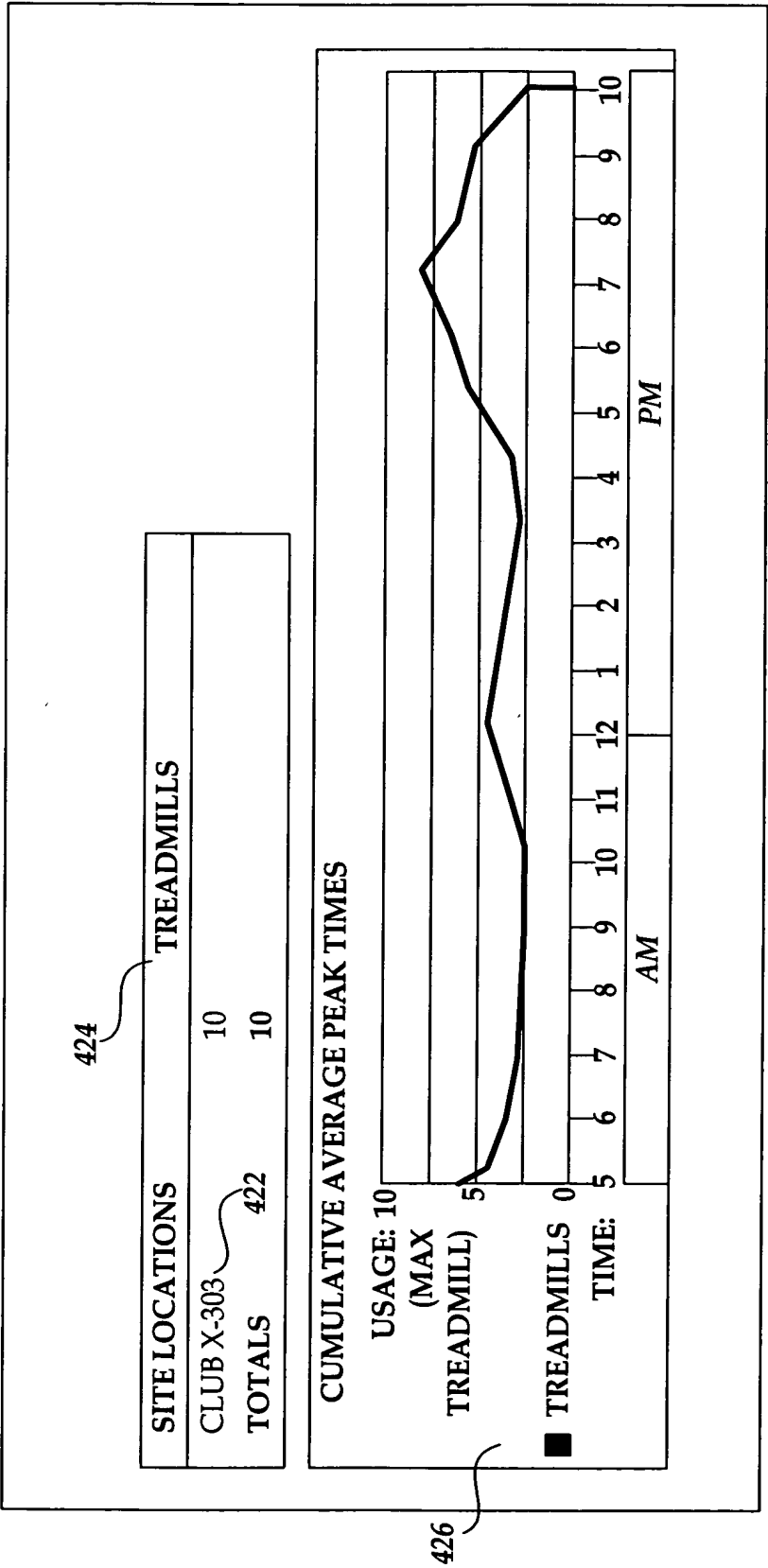


Fig. 19.

PRODUCT POPULARITY: QUERY

MANUFACTURERS:

ALL
BRAND W
BRAND X
BRAND Y
BRAND Z

PRODUCT CATEGORY:

TREADMILLS
BIKES
CLIMBERS
ELLIPTICALS
OTHER

MODELS:

ALL
MODEL W 156
MODEL W 146
MODEL 1580
#####

CLUB X REGIONS/SITES:

WEST COAST
CLUBX-301
CLUBX-201
CLUBX-101
CLUBX-001

DAY OF WEEK:

ALL
MONDAY
TUESDAY
WEDNESDAY
THURSDAY

QUERY DATES:

AFTER:
MM/DD/YYYY
BEFORE:
MM/DD/YYYY

GENERATE REPORT

Fig.20.

22/45

PRODUCT POPULARITY: RESULTS
 THE RESULTS BELOW SHOW THE AVERAGE HOURS OF USAGE/MACHINE/DAY BY MODEL TYPE FOR
 THE TIME PERIOD BETWEEN _____ THROUGH _____.

AVERAGE HRS. USAGE/ MACHINE/DAY	10 HRS/ DAY	9.2 HRS/ DAY	8.0 HRS/ DAY	7.3 HRS/ DAY	3.2 HRS/ DAY
MANUFACTURER	BRAND W	BRAND W	BRAND Y	BRAND X	BRAND Y
MODEL TYPE	156 TREAD.	146 ELLIP.	1500HR ELLIP.	ELITE TREAD.	1100
TOTAL PRODUCTS IN GROUP	5	2	4	3	2
TOTAL HOURS OF USAGE	420 HRS	129 HRS	224 HRS	204 HRS	45 HRS
TOTAL AVAILABLE HOURS	672 HRS	224 HRS	448 HRS	448 HRS	224 HRS
USAGE / AVAILABLE HOURS	62.5%	57.6%	50.0%	45.6%	21.8%

THE RESULTS BELOW SHOW THE MILES ACCRUED FOR THE TREADMILLS AT CLUBX-203 FROM _____ TO _____

TREADMILL USAGE	W	W	W	W	Y	Y	W	W
MANUFACTURER	156	156	156	156	ELITE	ELITE	156	156
MODEL TYPE	4778	4778	4778	4778	3892	3892	4778	4778
ODOMETER HOURS	18,864	18,864	18,864	18,864	15,672	15,672	18,864	18,864
DISTANCE ODOMETER	MILES	MILES	MILES	MILES	MILES	MILES	MILES	MILES
MANUFACTURER SERIAL #	31P0057	31P0054	31P0056	31P0062	31P0063	31P0061	1P0064	EO1x25
UNIT I.D. NO.	EO1x7	EO1x4	EO1x3	EO1x23	EO1x9	EO1x15		

Fig. 21.

PREVENTATIVE MAINTENANCE TRACKING: QUERY

492

CLUB X REGIONS/SITES:

ALL

MIDWEST

SOUTH

NORTHEAST

SOUTHEAST

494

PRODUCT CATEGORY:

ALL

TREADMILLS

BIKES

CLIMBERS

ELLIPTICALS

500

MAINTENANCE SIGN OFF:

ALL

SIGNED BY MANAGER

UNSIGNED BY MANAGER

#####

496

PRIMARY SORT:

OLDEST INSTALLATION DATE

NEWEST INSTALLATION DATE

MANUFACTURER CATEGORY

498

SECONDARY SORT:

MANUFACTURER

490

GENERATE REPORT

Fig. 22.

25/45

UNIT WORKOUT HISTORY: QUERY

514

MANUFACTURERS:

ALL
BRAND W
BRAND X
BRAND Y
BRAND Z

515

CATEGORY:

ALL
TREADMILLS
BIKES
CLIMBERS
ELLIPTICALS

516

CLUB X REGIONS/SITES:

ALL
MIDWEST
SOUTH
NORTHEAST
SOUTHEAST

518

QUERY DATES:

AFTER: MM ▼ / DD ▼ / YYYY ▼

BEFORE: MM ▼ / DD ▼ / YYYY ▼

520

PRIMARY SORT:

OLDEST INSTALLATION DATE ▼
OLDEST INSTALLATION DATE
NEWEST INSTALLATION DATE
MANUFACTURER
CATEGORY

GENERATE REPORT

513

Fig. 24.

26/45

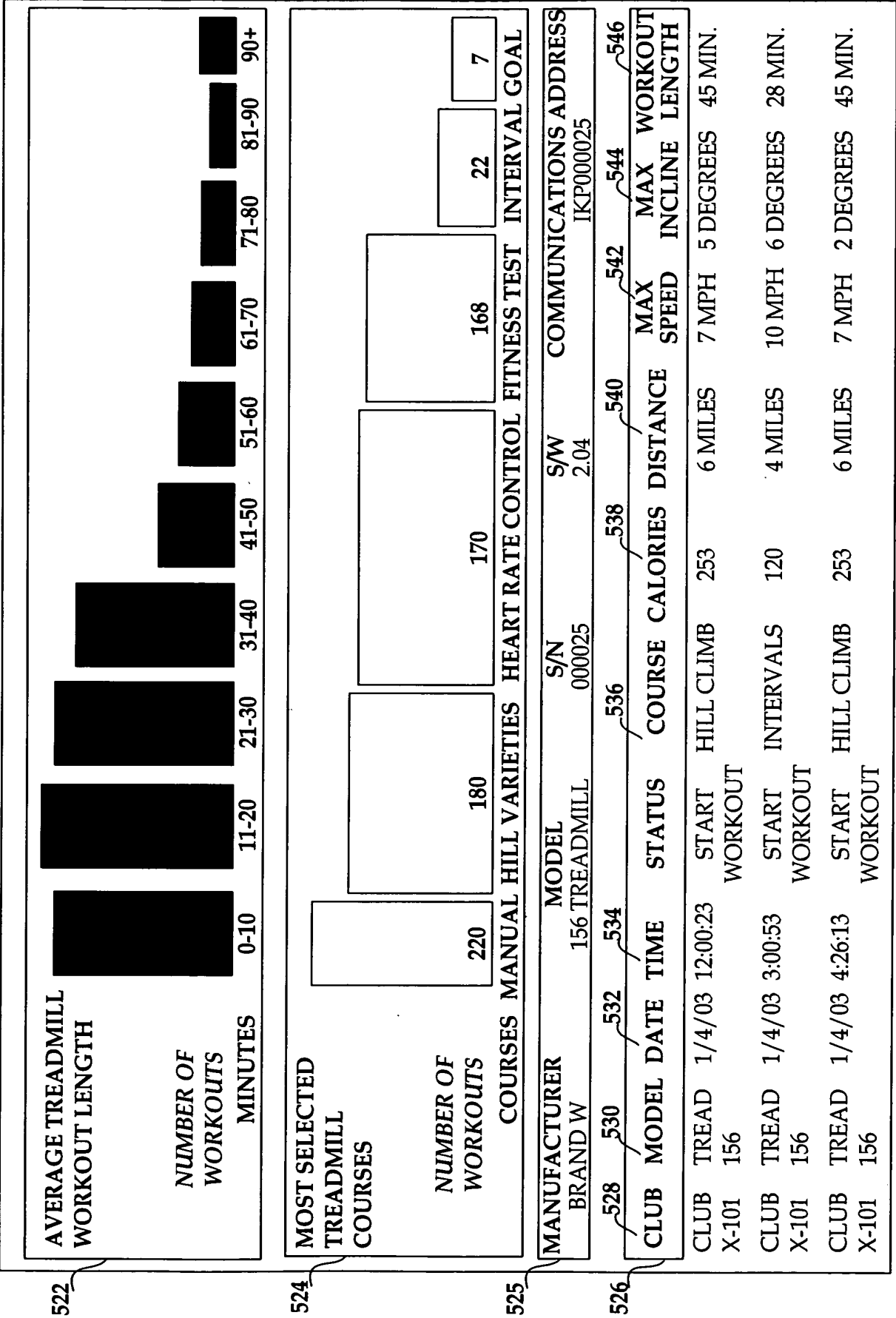


Fig.25.

27/45

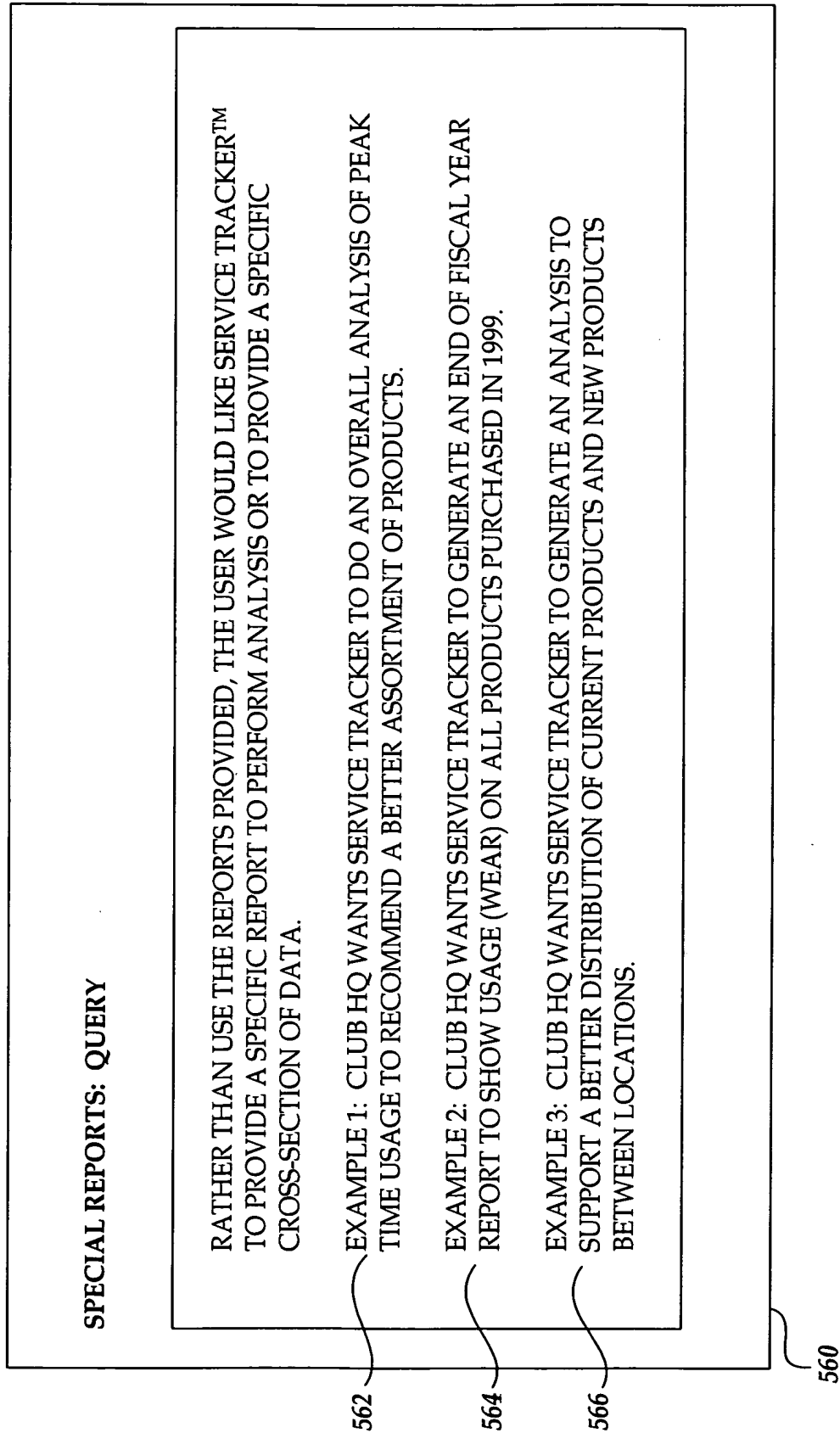


Fig. 26.

28/45

TROUBLESHOOTING SERVICES:
TROUBLESHOOTING SERVICES CAN HELP YOU FIND MORE INFORMATION ABOUT THE
MOST COMMON MAINTENANCE AND SERVICE ISSUE FOR BRAND X COMMERCIAL
EQUIPMENT. STARTING FROM THIS PAGE, YOU WILL BE ABLE TO FIND A KNOWLEDGE
BASE OF KNOWN ISSUES AND THEIR RECOMMENDED ACTIONS, AS WELL AS THE
RESOURCES TO CONTACT A SERVICE TECHNICIAN OR ORDER PARTS.

FOR MORE PRODUCT INFORMATION AND
A DIAGRAM OF PARTS, PLEASE CHOOSE
ONE OF THE RED FEATURE AREAS FROM
THE PRODUCT.

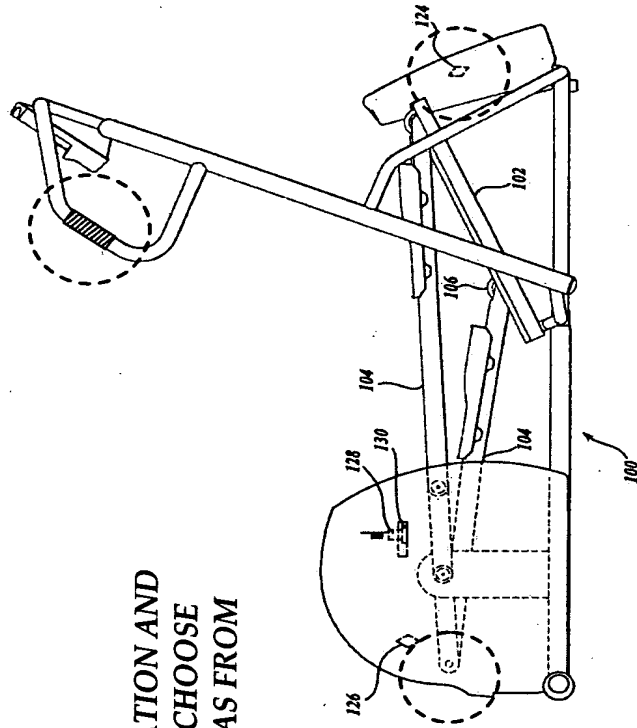


Fig.27.

29/45

592

ALL UNIT STATUS
DISPLAYING RECORDS 1 THROUGH 21 OF 21 RECORDS FOUND

	578	580	582	584	586	588	590
	MODEL	TYPE	I.D. NO.	CURRENT STATUS	CURRENT ERROR STATUS	ERROR E-MAIL SENT	LAST REPLY
●	156	EFX	E007	ACTIVE	--	--	10/9/2002 12:37:24
●	166	TREAD	T012	UNLINKED	--	--	10/9/2002 12:37:32
●	146	EFX	E010	IDLE	--	--	10/9/2002 12:37:43
●	156	EFX	E101	ACTIVE	--	--	10/9/2002 12:37:32
●	156	TREAD	T121	ACTIVE	--	--	10/9/2002 12:37:51
●	156	TREAD	T056	ERROR	26 - TREAD ERROR; ERRATIC SPEED SENSOR	YES	10/9/2002 12:36:05
●	134	EFX	E037	ACTIVE	--	--	10/9/2002 12:36:34
●	156	EFX	E019	IDLE	--	--	10/9/2002 12:36:45
●	146	EFX	E026	ACTIVE	--	--	10/9/2002 12:36:48
●	134	TREAD	T087	ACTIVE	--	--	10/9/2002 12:36:52

Fig. 28.

30/45

UNIT STATUS

MODEL:
TYPE:
ID NO.:
SW VERSION:
SERIAL NUMBER:
COMMUNICATIONS
ADDRESS:
LAST HEARD FROM:
ODOMETER:
HOUR METER:
ERROR CODE:

156
EFX
E007
0.17
31P0057
0050670F05FD
10/9/2002 12:35:22
288,098 STRIDES
8,000
-

SHOW SERVICE HISTORY BY DATE:

SELECT START DATE:
SELECT END DATE:
VIEW HISTORY

618
- NO SELECTION -
- NO SELECTION -
620

ENTER PROBLEM DESCRIPTION:

622

SUBMIT

596

Fig. 29.

UNIT SERVICE HISTORY

626 MODEL		628 S/N	630 S/W	632 I.D. NO.	634 COMMUNICATIONS ADDRESS
156		31P0057	0.17	E007	0050670F05FD

636 DATE		638 TIME	640 STATE	642 HOUR METER	644 ODOMETER	646 ERROR CODE	648 E-MAIL SENT
09/5/2002	14:06:27		ACTIVE	8,000	567,098 STRIDES	-	-
09/8/2002	04:16:22		MAINTENANCE RECOMMENDED	9,100	789,098 STRIDES	-	-
10/5/2002	20:22:03		ACTIVE	9,500	1,345,504 STRIDES	-	-

624

Fig.30.

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Fig. 31.

33/45

CURRENT USAGE									
MODEL	TYPE	I.D.NO.	STATUS	CURRENT SPEED	CURRENT INCLINE	CURRENT RESISTANCE	CURRENT COURSE		
156	EFX	E007	ACTIVE	104 STRIDES/ MIN.	12% GRADE	1	MANUAL		
134	EFX	E212	ACTIVE	44 STRIDES/ MIN.	2% GRADE	1	CROSS- TRAINING		
154	TREADMILL	T316	ACTIVE	14 MILES/HR	8% GRADE	3	INTERVAL		
146	EFX	E101	ACTIVE	124 STRIDES/ MIN.	4% GRADE	2	GLUTEALS		
146	EFX	E010	ACTIVE	155 STRIDES/ MIN.	4% GRADE	1	GLUTEALS		
166	TREADMILL	T012	UNLINKED	--	--	--	--		
156	TREADMILL	T121	ACTIVE	10 MILES/HR	7% GRADE	--	GOAL		
146	EFX	E026	IDLE	--	--	--	--		
156	EFX	E019	ACTIVE	14 STRIDES/ MIN.	0% GRADE	3	GLUTEALS		
156	EFX	E056	ACTIVE	120 STRIDES/ MIN.	5% GRADE	2	CROSS- TRAINING		

Fig.32.

34/45

UNIT USAGE DETAIL

MODEL:	156
TYPE:	EFX
SERIAL NUMBER:	000025
I.D. NO:	E007
SW VERSION:	2.04
HOUR METER:	2954
ODOMETER:	22521 MILES
STATUS:	ACTIVE
ERROR CODE:	-
CURRENT SPEED:	104 STRIDES/MIN.
CURRENT INCLINE:	12% GRADE
CURRENT RESISTANCE:	1

SELECT HISTORY BY DATE:

SELECT START DATE:

770

- NO SELECTION - ▾

SELECT END DATE:

773

- NO SELECTION - ▾

772

VIEW HISTORY

ENTER UNIT DESCRIPTION:

774

ENTER DESCRIPTION

Fig.33.

35/45

UNIT USAGE HISTORY						
MODEL	S/N	S/W	COMMUNICATIONS ADDRESS			
156	000025	2.04	IKP000025			
DATE	TIME	STATUS	COURSE	WORKOUT CALORIES	WORKOUT DISTANCE	WORKOUT TIME
10/10/2002	20:22:03	START WORKOUT	MANUAL	490	6021 STRIDES	48 MIN.
10/10/2002	14:30:00	START WORKOUT	CROSS-COUNTRY	350	4021 STRIDES	32 MIN.
10/10/2002	13:12:54	START WORKOUT	WEIGHT LOSS	650	7567 STRIDES	58 MIN.
10/10/2002	11:09:19	START WORKOUT	MANUAL	220	2001 STRIDES	14 MIN.
10/10/2002	10:22:03	START WORKOUT	INTERVAL	422	4921 STRIDES	26 MIN.
10/10/2002	08:15:03	START WORKOUT	HILL CLIMB	777	6845 STRIDES	37 MIN.
10/09/2002	20:22:03	START WORKOUT	MANUAL	490	6021 STRIDES	48 MIN.
10/09/2002	14:30:00	START WORKOUT	CROSS-COUNTRY	350	4021 STRIDES	32 MIN.
10/09/2002	13:12:54	START WORKOUT	WEIGHT LOSS	650	7567 STRIDES	58 MIN.
10/09/2002	11:09:19	START WORKOUT	MANUAL	220	2001 STRIDES	14 MIN.
10/09/2002	10:22:03	START WORKOUT	INTERVAL	422	4921 STRIDES	26 MIN.
10/09/2002	08:15:03	START WORKOUT	HILL CLIMB	777	6845 STRIDES	37 MIN.

Fig. 34.

36/45

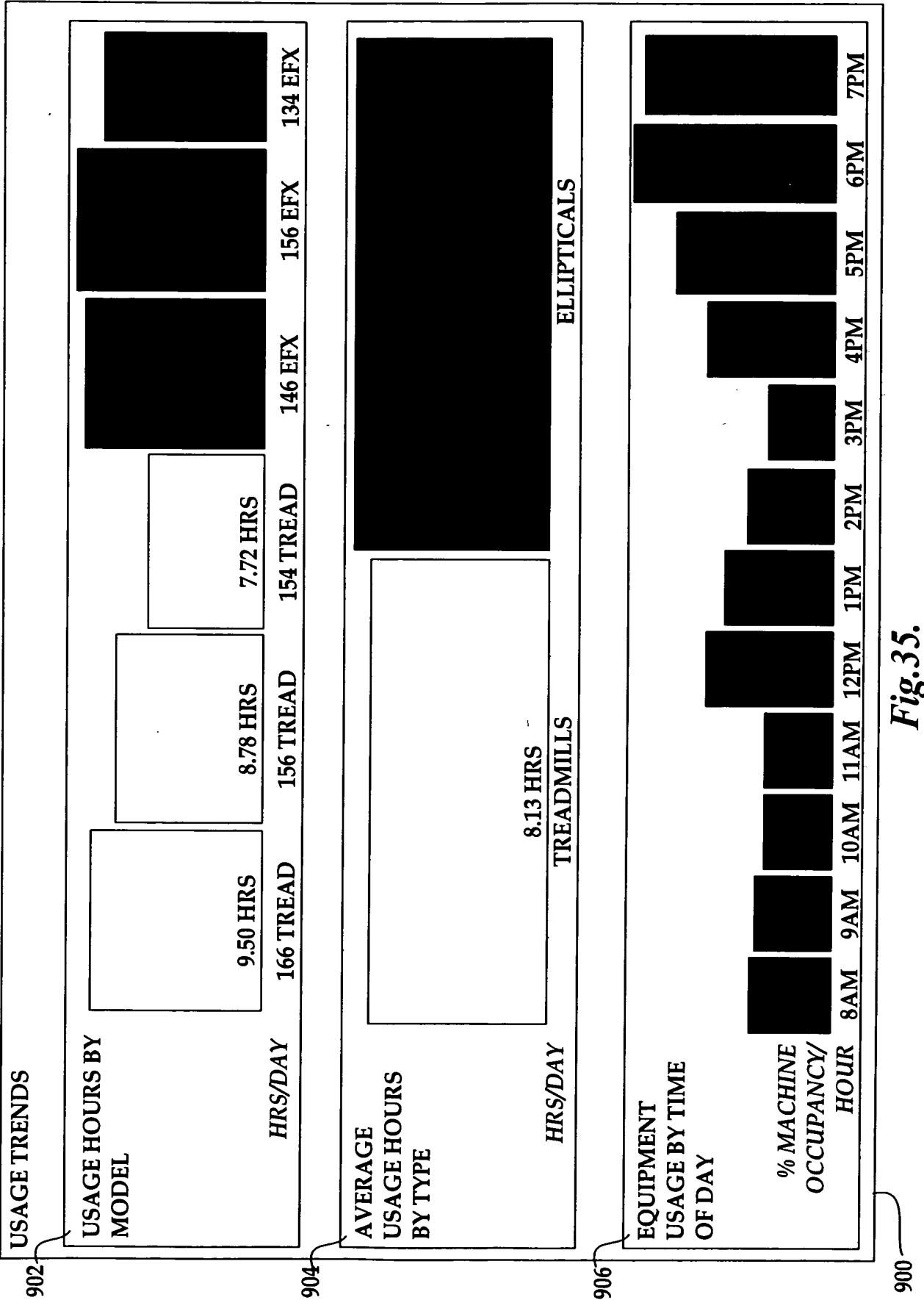


Fig.35.

37/45

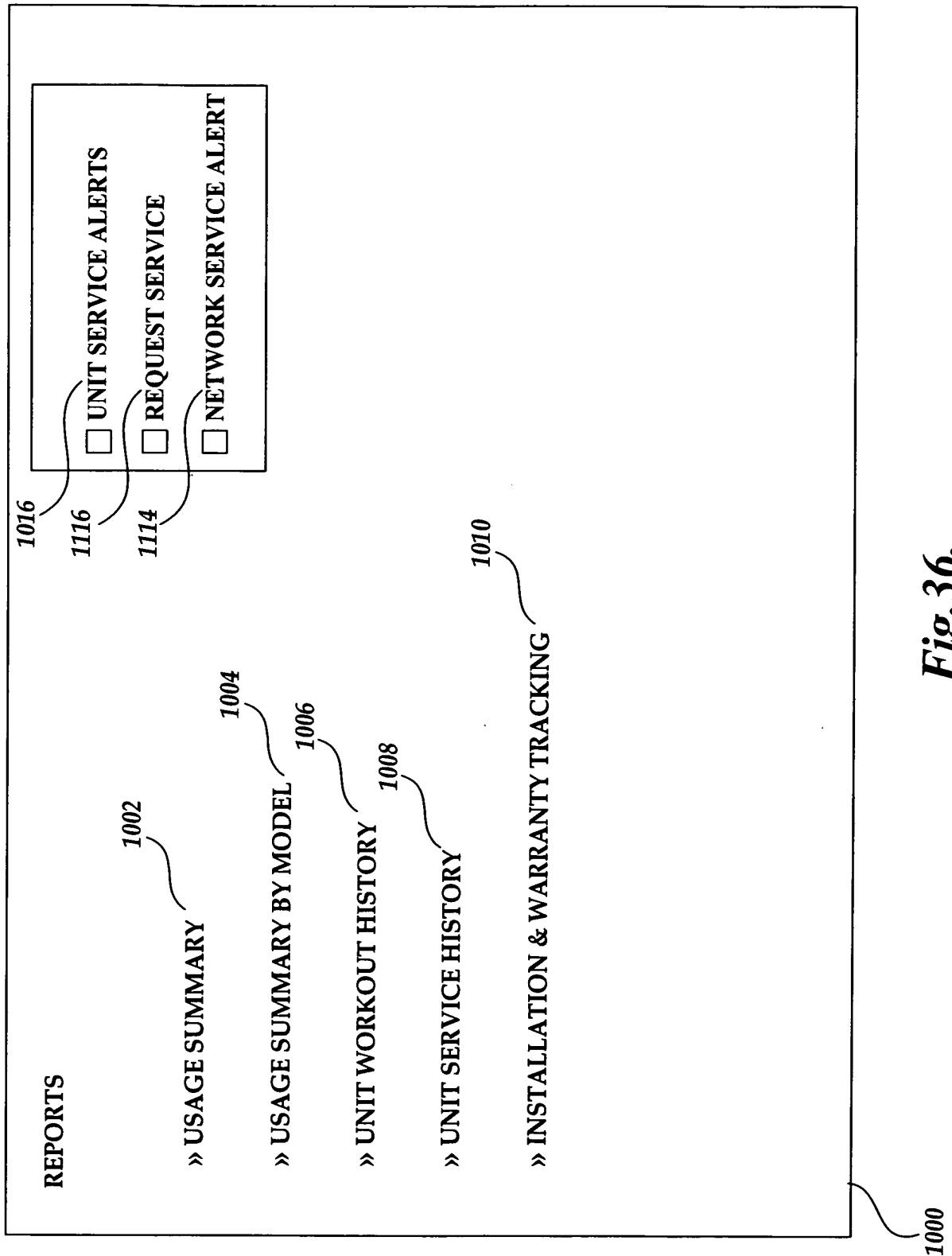


Fig. 36.

38/45

INSTALLATION & WARRANTEE TRACKING QUERY

STEP 1 OF 6: CHOOSE LOCATION

PLEASE CHOOSE A LOCATION:

☐ GLOBAL

☐ COMPANY A

☐ COMPANY B

☐ USA

☐ NORTHWEST

☐ WASHINGTON

☐ SEATTLE METRO

☐ DOWNTOWN

☐ U. DISTRICT

☐ NORTHGATE

☐ BALLARD

[CLICK ON AN OPTION TO SEE THE NEXT LEVEL]

Fig.37.

39/45

INSTALLATION & WARRANTY TRACKING QUERY

STEP 2 OF 6: PRODUCT CATEGORY

**CHOOSE ONE OR MORE PRODUCT CATEGORIES
TO SELECT MORE THAN ONE ITEM IN ANY OF THE LISTS, HOLD DOWN THE
CNTRL KEY AND CLICK ON MULTIPLE ITEMS.**

CHOOSE ONE OR MORE PRODUCT CATEGORIES:

ALL
BIKE
EFX
TREADMILL

LOCATION: SITE 1A, LEVEL 3G

CANCEL

BACK

NEXT

Fig.38.

1022

40/45

INSTALLATION & WARRANTY TRACKING QUERY

STEP 3 OF 6: MODEL TYPE

CHOOSE ONE OR MORE MODEL TYPES
TO SELECT MORE THAN ONE ITEM IN ANY OF THE LISTS, HOLD DOWN THE
CNTRL KEY AND CLICK ON MULTIPLE ITEMS.

MODEL TYPE:

ALL
156
154
146
1500

1032

LOCATION: SITE 1A, LEVEL 3G
PRODUCT CATEGORY: TREADMILL

1034

CANCEL BACK NEXT

1030

Fig.39.

INSTALLATION & WARRANTEE TRACKING QUERY

STEP 4 OF 6: WARRANTEE TYPE

CHOOSE A WARRANTEE TYPE

WARRANTEE TYPES:

FRAME

DISPLAY

MOTOR

CONTROLLER

PARTS

LABOR

LOCATION: SITE 1A, LEVEL 3G

PRODUCT CATEGORY: TREADMILL

MODEL TYPE: MODEL TYPE 156

CANCEL

BACK

NEXT

Fig.40.

42/45

INSTALLATION & WARRANTEE TRACKING QUERY

STEP 5 OF 6: DISPLAY OPTIONS

☐ LIMIT SEARCH TO EXPIRED WARRANTIES ONLY

1058

1060

LOCATION: SITE 1A, LEVEL 3G
PRODUCT CATEGORY: TREADMILL
MODEL TYPE: 156
WARRANTY TYPE: FRAME

DISPLAY AS:

Ⓢ SERIAL NUMBER

Ⓢ UNIT IDENTIFIER

1054

1056

CANCEL

BACK

NEXT

Fig.41.

1052

43/45

INSTALLATION & WARRANTEE TRACKING QUERY

STEP 6 OF 6: CHOOSE DATE RANGE

1072

START DATE: MONTH DAY YEAR C

END DATE: MONTH DAY YEAR C

1074

LOCATION: SITE 1A, LEVEL 3G
PRODUCT CATEGORY: TREADMILL
MODEL TYPE: 156
WARRANTY TYPE: FRAME
DISPLAY OPTIONS: BY SERIAL
NUMBER, EXPIRED ONLY

CANCEL 1078

BACK 1076

GET REPORT 1078

1070

Fig. 42.

44/45

INSTALLATION AND WARRANTY REPORT

LOCATION: [LOCATION OR SINGLE SITE SELECTION]

WARRANTY EXPIRATION TIME FRAME: [MM/DD/YY TO MM/DD/YY]

PRODUCT CATEGORY(S): [SELECTED CATEGORIES]

MODEL TYPE(S): [SELECTED MODELS]

PRODUCT CATEGORY	MODEL TYPE	LOCATION	UNIT IDENTIFIER	UNIT INSTALL DATE	WARRANTY EXPIRATION DATES			
					FRAME 1100	DISPLAY 1102	PARTS 1108	MOTOR FAN 1106
TREADMILL	156	CLUB X		12/13/02	12/13/06	12/13/05	12/13/02	12/13/04
TREADMILL	156	CLUB X		1/14/03	1/15/07	1/15/06	1/15/03	1/15/05
TREADMILL	156	CLUB X		3/2/03	3/2/07	3/2/06	3/2/05	3/2/05

1092		1094		1096	
<u>HOUR</u> <u>METER</u>	<u>ODOMETER</u>	<u>SERVICE HISTORY</u>			
22,400	89,000 MILES	<u>VIEW</u>			
18,100	8,100 MILES	<u>VIEW</u>			
15,300	72,100 MILES	<u>VIEW</u>			

Fig. 43.

1080

45/45

REQUEST SERVICE:

CLUB NAME:	<input type="text"/>
ACCOUNT NUMBER:	<input type="text"/>
NAME OF PERSON REQUESTING SERVICE:	<input type="text"/>
ADDRESS:	<input type="text"/>
CITY / STATE / ZIP:	<input type="text"/>
PHONE:	<input type="text"/>
UNIT MODEL:	<input type="text"/>
SERIAL NUMBER:	<input type="text"/>
SYMPTOMS UNIT IS SHOWING:	<input type="text"/> <div>▲ ▼</div>
SERVICE HISTORY CHECKED?	<input type="radio"/> YES <input type="radio"/> NO
REPEAT CALL?	<input type="radio"/> YES <input type="radio"/> NO
BILLABLE:	<input type="checkbox"/>
WARRANTY LABOR:	<input type="checkbox"/>
WARRANTY PARTS:	<input type="checkbox"/>
CS REP:	<input type="text"/>
TODAY'S DATE:	<input type="text"/>
DISPATCH REP:	<input type="text"/>
DATE DISP:	<input type="text"/>
TIME DISP:	<input type="text"/>
CALL NUMBER:	<input type="text"/>
DISPATCHED TO:	<input type="text"/>

CANCEL

REQUEST SERVICE